

Departmental Short-Term and Long-Term Strategic Issues

Department: Community Development

Date: FY 2007

Engineering

Short-Term Issues:

- Compliance with current federal mandates in the Clean Water Act (VPDES)
- Regulation and enforcement of storm water quality regulations now required by the EPA.
- Continued strategy for implementation and maintenance of GIS
- Implementation of new Stormwater Management Ordinance and Illicit Discharge Ordinance
- Compliance with more restrictive DEQ/Corps of Engineers stream/wetland protection regulations

Long-Term Issues:

- Aging infrastructure will increase the demand for maintenance and reconstruction of public facilities
- Increasing complexity of design and development of land due to shortage of "flat" land in Roanoke County
- Changes in code requiring more review and enforcement such as shrink-swell soils, steep slopes, etc.
- Stormwater construction permit program will be shifted from the state DCR to the County
- TMDL (Total Maximum Daily Loads) are being developed by DEQ and could have significant impacts on development
- Several streams in Roanoke County are either on or being added to the "impaired" list of streams which could result in more stringent regulations

Building Services

Short-Term Issues:

- Implement the CSR "Out of the Way" or "One Step Further" help for customers.
- Written training manual on Novalis system.
- Hiring of 2 more CSR's.
- Rearrange area to provide working space for hiring of 2 new CSR's.
- Implement new daily job task schedules for CSR's. Rotating responsibilities.
- Develop in-field procedures for inspectors to take advantage of new permitting system and associated technology.
- Answer the phone within 3 rings, transferring only when necessary.
- Develop new website to allow some functions to be performed online.
- Continue to monitor customer service with customer satisfaction surveys.
- Establish regular in-house inspector training program
- Develop and implement Master Plan submittal system for residential plans
- Develop and implement walk-through permitting process
- Continue to develop working relationship with adjoining jurisdictions.

Long-Term Issues:

- Develop new incentives and enhance the current ones to encourage staff to pursue additional continuing education, certification and outside training.
- Continue to develop customer booklets, handouts and website information.
- Continuing to look at new ways to provide faster, more efficient service.
- New permits system will allow for increased accuracy of information and permit history. Use this data to evaluate performance of both department employees and the building trades industry.
- Continuous customer service training for CSR's.
- Continue to develop Inspector cross training program.
- Upkeep of internet site for customer service issues.
- Educating or creating awareness to customers on new services offered by Community Development internally, on the web and department outsourcing.
- Keeping the trust and acceptance of internal and external customers on the customer service standards of Community Development.

Storm water / Drainage

Short-Term Issues:

- Seek Federal/State funding for the purchase of repetitive loss properties.
- Maintain procedures for compliance with Community Rating System.
- Public demand for the maintenance of detention facilities in single family subdivisions will increase creating an additional responsibility for the department.
- Roanoke County is in its third year of the VPDES permit for storm water quality and will continue for the next two years.

Long-Term Issues:

- Aging infrastructure will likely increase the demand for maintenance and reconstruction of storm sewer facilities.
- Federal floodplain regulations are likely to be shifted to the localities in the future.
- Development of steeper sites will increase the problems associated with storm water and drainage in Roanoke County.
- Federal mandate for storm water quality will require an ongoing commitment from Roanoke County.
- Establish funding for continued local share for the purchase of flood prone properties.

Planning

Short-Term Issues:

- There is strong public sentiment and Board endorsement for the creation of a system of greenways within Roanoke County and the larger Valley. Current lack of an identified dedicated funding source may limit the County's ability to develop and maintain sizeable links to the greenways system in the near future.

- Controversial land use issues put a gap in the trust between Roanoke County citizens and their local government. As a local government, we must continue to recognize the importance of a public initiatives and programs.
- Economic Development is a high priority for Roanoke County. Community Development Planning personnel have the skill and resources to participate in all aspects of the economic development process.

Long-Term Issues:

- The increasing shortage of land for commercial and industrial development in Roanoke County will continue to cause land use conflicts between these sites and adjoining residential neighborhoods and the Blue Ridge Parkway.
- As residential growth in Roanoke County continues to put pressure on infrastructure such as roads, utilities and schools, the County needs to find innovative ways to manage this growth while meeting the needs of all County Citizens.
- There will be an increased citizen expectation to more directly participate in local government. Roanoke County must be proactive to anticipate these expectations and devise methods to increasingly involve citizens in local decision making, at an early stage in that process.

Zoning

Short-Term Issues:

- Increased zoning and code enforcement staff needed in order to respond to complaints and become more pro-active in the neighborhoods.
- Develop more extensive public education programs to enhance community relations and develop better working relationships with zoning and enforcement staff, other departments and agencies and the community.
- Streamline the site plan review process and develop a comprehensive monitoring program, using enforcement staff, to insure continuous compliance with the zoning ordinance and proffered conditions once site development or redevelopment has occurred. The trend in recent years has been to approve rezoning and special use permit requests with extensive zoning proffers.
- The development of a civil penalty and collections process should be considered for violations of some types of violations. This may reduce down time for enforcement staff currently spent in General District Court and potentially reduce the number of repeat complaints.

Long-Term Issues: List major issues or trends that may confront the department beyond the next couple fiscal years.

- Recognize that some neighborhoods are aging and will generate additional calls for service in the future. This will require additional inspection staff, equipment and space.
- Adoption of additional levels of the building maintenance code will require additional inspection staff. With erosion and sediment control, zoning and code enforcement priorities gaining emphasis the cross-training of all inspectors may be a more cost efficient method of responding to requests for service. This could potentially become a separate division.
- With more infill development and the change of use of existing buildings, the zoning ordinance will need to be reevaluated. The use of consultants experienced in developing regulations for the redevelopment of properties may be essential. Economic development opportunities and neighborhood compatibility issues should be considered with this process.
- The site plan and building plan review process and staffing needs to be reevaluated to include attention to slope development, floodplain development, environmental issues, and compliance with extensive zoning proffers.

- Changes to regulations such as the Adequate Public Facilities Act may change the way development patterns occur in the future. Zoning ordinance and comprehensive plan regulations must be closely monitored, and if necessary, be adjusted to promptly deal with changing state codes and federal regulations.

Geographic Information Systems - GIS

Short-Term Issues:

- Continue to work on conversion of existing Parcel mapping to ESRI software.
- Working on replacement of our Internet Tax Parcel Information Site with ESRI ArcIMS software.
- Working with IT and the Assessor's office to replace existing Real Estate Assessment software (AO – Assessor Office).

Long-Term Issues:

- Implementation of Geographic Information Systems requires that the Department and the County of Roanoke stay abreast of technology issues. The growth of use of this information requires substantial resources to provide the public with the information required.